**SONU KUMAR**

**Address:                                                                      E-mail:** [**s.chauhansonu5@gmail.com**](mailto:s.chauhansonu5@gmail.com)

**House No-1,                                                                Mob: +91-8894943315**

**Dhurasapper, Dalhousie, Distt. Chamba**

**(Himachal Pradesh)**

**176301**

**SUMMARY**

Courteous and reverent front desk assistant seeking employment with an upscale hotel, who consistently delivers first rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty, adept at balancing multiple task with a friendly, courteous demeanour.

**AREA OF EXPERTISE**

* Maintain all record of the Hotel and detailed information about Hotel, city as well as the competition.
* Managing all the correspondence with the presence of mail, text, regular mail and internal communication.
* To handle all the guests without bias or prejudice.
* Selling the rooms with presents options and alternatives to the guests and offers assistance in making choice.
* To coordinate with internal department and assign the job accordingly.

**Front Office Assistance- J K Clarks                      25/05/2015 – 25/5/2018**

**J K Clarks Exotica                                                     Dalhousie**

**Front Office Assistance - Bloomsuites               05/06/2018 -  01/08/2018**

**Hotel Bloomsuites                                                  Goa**

**Front Office Supervisor – Prakriti Aalay            10/08/2018 -  01/01/2020**

**Hotel Prakriti Aalay                                                Dharamshala**

**Front Office Executive – J K Clarks                    02/02/2020 -  21/04/2021**

**J K Clarks Exotica                                                    Dalhousie**

**Front Office Executive – RDS Ramada                    17/07/2021 -  Present**

**RDS Ramada                    Daltonganj**

Responsible for handle all staff, line up staff according to work and to check staff is working professionally. Responsible for maintaining statutory records of all arrivals and departures. Maintain all guest folios in the manner and type out necessary guest into a system and also ensure that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.

**Main Responsibilities**

* Strong skills to sell the rooms and customer service skills.
* To check on VIP reservations, complete their pre-registration formalities and extend to them the regular courtesies.
* Ensure prompt, courteous and accurate service to all guest.
* Responsible for proper yield management of room inventory to achieve desired profitability.
* Responsible for recommending changes in methods, equipment and staff as per requirement.
* Ensure safety and security of guest belongings in guest rooms and luggage.
* Ensure room folios are correctly maintained and payment received as per billing instruction given.
* Responsible for adherence to all statutory requirement such as C-forms, Arrivals and departure reports, encashment certificate etc.
* Ensure guest privacy, safety and security at all times within Hotel premises.
* To ensure that policies and procedure laid down are followed.
* To control day to day credits given to guests.
* To set a high standard of work performance & attendance of all employees of the department & by consistent supervision ensure the maintenance of this standard.
* To ensure the completion and follow up of new and pending maintenance work.
* To train and supervise staff at all levels.
* Planning maintenance work.
* To take care of all staff requirements.
* To co-ordinate with all vendors for all requirement of hotel.
* To co-ordinate with travel desk as per guest requirement.
* To inform all vendors for daily requirement of hotel.
* To have detailed information about Hotel, a city as well as the competition.
* Have detailed information regarding arrivals and room requirement.
* Up to date information on daily room occupancy.
* Maintain statutory records of all arrivals and departures.
* Room allocation to all arriving guest.
* Maintain up to date information on room rates, current promotion, offers and packages.
* Co-ordinate with housekeeping for cleaning of rooms.
* Handle all incoming calls.
* Ensuring that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.
* Attend to the reservation queries on the telephone by the person and by e-mail.
* Fill in reservation forms, feed in the reservation on computers & file reservation forms and other related correspondence in month-wise, date-wise files.
* Ensure that proper records maintained for all telephone calls from rooms.
* Accurate handover of the cash & bills.
* To give proper and complete handover.
* Handle all guest without bias or prejudice.
* To take care that all staff are following the house rules and policies laid down.
* Adhere to the strict grooming and hygiene standards.
* Developing and maintaining a database of contacts.

**EDUCATION DETAILS**

**EXAMINATION              YEAR                              UNIVERSITY                                   % MARKS**

**XII                               2009           State Board Of Himachal Pradesh                       64**

**X                                2006            State Board Of Himachal Pradesh                       47**

**ADDITIONAL SKILLS**

* Knowledge of tools like Microsoft Office- Excel, Outlook, Power point and Word.
* Familiar with Digital Marketing techniques like Social Media, Facebook,  Twiter etc.

**EXTRA CURRICULAR ACTIVITIES**

* Participated in various cultural events at school level.
* District player in 100 meter race in school time.
* Won gold medal in shot put in annual race in school time.
* Performed at various functions in the school.

**PERSONAL DETAILS**

Date of Birth : 10/06/1990

Father’s Name: Mr. Madan Lal

Mother’s Name: Mrs. Kayan Devi

Gender : Male

Nationality: Indian

Marital Status: Married

Hobbies: Sports, Listen to Music, Watch Movies

Languages Known: English, Hindi and Punjabi

**DECLARATION**

I hereby declare that all above written particulars are true to the best of my knowledge.

**Date:**

**Place:                                                                                                         SONU KUMAR**